

Huntingdon Road Surgery Patient Group AGM, Wed 20 Sep 2017

Chair's Annual Review

I am grateful to Dr Connan for a very detailed and frank account of our activities this year in his own annual report, published on the practice's website in May of this year and now available to you at this meeting.

I don't intend to repeat what he has already said so well, but instead I'll try and pick up and develop some of his main themes.

Let's begin where he left off, when he said, of the June 'Carers' meeting we held one afternoon in Girton, 'It will be interesting to see how people respond to the different timing and different venue'

Well, the response was a deafening silence! Very few people came, of those who did, most were either members of the Committee or their relatives. Rather than go further with this now, perhaps you could give us your suggestions as to why this was such a conspicuous failure when we break up into groups later this evening,

Another area where we have failed is in expanding our membership. You may remember that this time last year we expressed the hope that now that application forms are on the website, our numbers of 'followers' would increase dramatically. Well, it didn't, but we're still hoping. The next step, which can at last give us the oxygen of publicity, will be the introduction of television screens, initially in the Huntingdon Road surgeries (and hopefully, later in Girton) which will enable us to advertise our activities to a passive audience. Understandably, issues of confidentiality mean that we have no access to the personal details of the practice's patients, and even with screens, exposure will be limited to those patients who physically come to surgeries, but it will be massively more than at present.

A consequence of this development will be that we need to improve our use of existing noticeboards, to back up the messages well as developing suitable advertising for the screens. We are working on this, and hope you will soon see a difference. As always, we welcome suggestions and active cooperation from any members who may have appropriate talents. Another area in which you can help is by suggesting suitable topics and material for our newsletters.

We shall be asking you shortly to take part in the annual election of Committee members: since last year, with regret we have lost Vanessa Connolly who is now working as a part-time but paid post as a lay member of the local CCG. However, we were delighted when Peter Teich, who was helping us as a volunteer, accepted our invitation to join the committee as a co-opted member. As well as helping the secretary initially with sending out correspondence by mail to those members who do not have email, he has taken over responsibility

for overseeing the leaflets which were introduced last year. His regular analysis of their use is of great help to the practice in deciding which leaflets to prioritise.

We should also like to pay tribute to the ongoing work of Richard Catchpole: he regularly checks the incoming copies of magazines donated by members, labelling them and ensuring that a variety of suitable reading matter is available in all three waiting rooms. Again, do please let us know if you feel adjustments are necessary: too many gardening magazines, nothing about fishing? We can send out an appeal to our members, and redress the balance.

A special 'thank you' to Sarah-Jane Cousins, the practice's Operations Manager whom you have met on several occasions, for volunteering to take 'in-house' the printing and postage of materials, which was proving time-consuming and expensive. She has proved very helpful in so many other ways, too.

Dr Connan's report mentions the importance of the PG's role as a 'critical friend' (the phrase comes from the NHS guidance for PGs): not only do we support the practice in whatever ways we can, we also have a responsibility to nudge the practice when we see potential for following good practice that we have observed elsewhere. Thus, all members of staff who have contact with the public now wear identity badges, and as Dr Connan reports, there are now photographs of the doctors on the website - the first step, we hope, to emulating the good practice we see eg at Addenbrooke's, where the named photos of all staff in each clinic are clearly displayed on notice-boards, so that we all know who we are dealing with in talking about our intimate problems.

There's much more to talk about in Dr Connan's report, but I'll stop here, after I've thanked him for all the time he devotes to our Group, attending all Committee meetings after a full day's work, and always patient, knowledgeable and understanding in dealing with us: and also, of course my heart-felt thanks to your Committee members, who meet with unfailing regularity throughout the year, come rain, come shine, sharing a common commitment to the practice and the NHS. They're a wonderful group, and you're lucky to have them.

...and finally, a big Thank You! to you, the members, for supporting us throughout the past twelve months. Do keep in touch with us, and make sure that we are providing you with a Patient Group of which you can be justifiably proud!

David Faulkner (Chair, HR PG)

ps Please use this email address to contact us directly with any suggestions for future meetings or activities of the PG, or indeed for any improvements you would like to see in the surgery:

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